IN THE CLAIMS

Claims pending

- At time of the Action: Claims 37-41 and 72-82

- After this Response: Claims 37-41 and 72-82

Canceled or Withdrawn claims: 1-36, 42-71.

Amended claims: Claims 37, 72 and 78

New claims: None

1-36. **(Canceled)**

37. **(Currently Amended)** A method comprising:

receiving a query;

mapping the query from a query space to a question space to identify associated frequently asked questions, the mapping comprises:

analyzing a log database to determine_a relevance of previously stored frequently asked questions to the query; and

ascertaining from the previously stored frequently asked questions the associated frequently asked questions based on the determined relevance;

mapping the associated frequently asked questions from the question space to a template space to identify associated templates;

mapping the templates from the template space to an answer space to identify associated answers; and

returning the answers in response to the query.

38. **(Previously Presented)** A method as recited in claim 37, wherein the mapping from the query space to the question space comprises:

parsing the query to identify at least one associated concept; and

correlating the concept to one or more frequently asked questions.

39. **(Previously Amended)** A method as recited in claim 37, wherein the mapping from the question space to the template space comprises cross-indexing from a first table containing question identifications to a second table containing template identifications.

40. **(Previously Presented)** A method as recited in claim 39, wherein the mapping from the template space to the answer space comprises cross-indexing from the second table to a third table containing answer identifications.

41.   **(Previously Presented)** A method as recited in claim 37, further comprising:

presenting the answers to a user for confirmation as to which of the answers represent the user's intentions in the query;

analyzing the query and the answers confirmed by the user; and

modifying the answers that are returned in response to the query based on information gleaned from the analyzing.

42-71. **(Canceled)**

72.   **(Currently Amended)** A method of parsing a search query, comprising:

segmenting the search query into individual character strings, wherein at least one of the individual character strings comprises a single character;

producing a parse tree from at least one parsable character string of the search query; and

generating at least one keyword based at least on one non-parsable character string of the search query,

wherein the parse tree and the keyword are used to return answers to the search query.

73.   **(Previously Amended)** The method of claim 72, further comprising:

conducting keyword searching using the at least one keyword.

74.   **(Previously Presented)** The method of claim 72, wherein the parse tree represents a collection of concepts related to the search query.

75.   **(Previously Presented)** The method of claim 74, further comprising matching the parsed concepts to a list of frequently asked questions.

76.   **(Previously Presented)** The method of claim 75, further comprising:

identifying at least one answer associated with the list of frequently asked questions that match the parsed concepts and keywords; and

presenting the at least one answer to a user in a user interface that permits a user to select a desired answer from the one or more answers.

77.   **(Previously Presented)** The method of claim 76, further comprising:

logging the search query and at least one answer selected by the user in a log database; and

analyzing the log database to derive at least one weighting factor indicating how relevant the frequently asked questions are to the parsed concepts and keywords.

78.   **(Currently Amended)** A parser for a search engine, comprising:

a segmentation module that segments a search query into one or more individual character strings, wherein at least one of the one or more individual character strings comprises a single character;

a natural language parser module that produces a parse tree from one or more parsable character strings of the search query~~,~~; and

a keyword ~~module~~ parser to identify one or more keywords in the search query and to output the keyword,

wherein the parse tree and the one or more ~~keyword~~ keywords are used to return answers to the search query.

79.   **(Previously Presented)** The parser of claim 78, wherein the parse tree represents a collection of concepts related to the search query.

80.   **(Previously Presented)** The parser of claim 78, further comprising a search module that matches the parsed concepts to a list of frequently asked questions.

81.   **(Previously Presented)** The parser of claim 80, wherein the search module:

identifies at least one answer associated with the list of frequently asked questions that match the parsed concepts and keywords; and

presents the at least one answer to a user in a user interface that permits a user to select a desired answer from the one or more answers.

82.   **(Previously Presented)** The parser of claim 81, wherein the search module:

logs the search query and at least one answer selected by the user in a log database; and

analyzes the log database to derive at least one weighting factor indicating how relevant the frequently asked questions are to the parsed concepts and keywords.